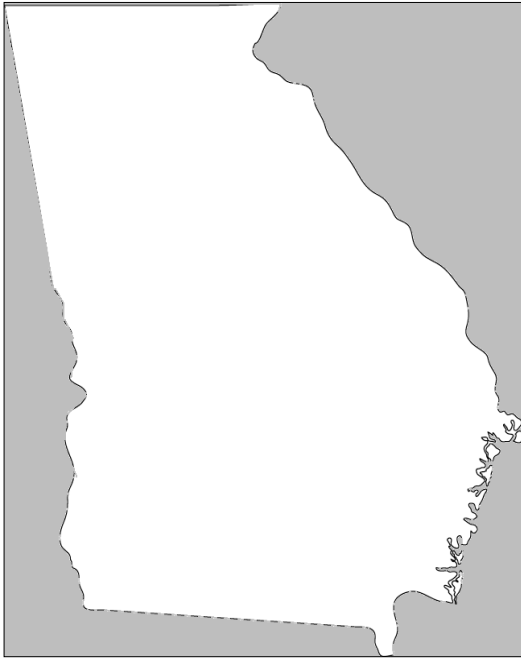


GEORGIA EMERGENCY OPERATIONS PLAN



Emergency Support Function #6 Annex

Mass Care & Human Services

2013

ESF Coordinator

Georgia Department of Human Services

Primary Agency

American Red Cross

Georgia Department of Community
Affairs

Georgia Department of Human Services

Support Agencies

Board of Regents of the University System of
Georgia

Emergency Preparedness Coalition for
Individuals with Disabilities and Older
Adults

Georgia Department of Administrative
Services

Georgia Department of Agriculture

Georgia Department of Behavioral Health
and Developmental Disabilities

Georgia Department of Public Health

Georgia Department of Corrections

Georgia Department of Defense

Georgia Department of Driver Services

Georgia Department of Economic
Development

Georgia Department of Education

Georgia Department of Labor

Georgia Department of Natural Resources

Georgia Department of Public Safety

Georgia Department of Transportation

Georgia Department of Veteran's Services

Georgia Building Authority

Georgia Bureau of Investigation

Georgia Emergency Management Agency/
Homeland Security

Georgia Forestry Commission

Georgia Governor's Office of Consumer
Affairs

Georgia Disaster Housing Task Force

Georgia Office of Planning and Budget

Georgia Volunteer Organizations Active in
Disaster

State Bar of Georgia

Technical College System of Georgia

The Salvation Army

INTRODUCTION

Purpose

ESF#6 Mass Care, Emergency Assistance, Housing, and Human Services coordinates the delivery of mass care, emergency assistance, housing, and human services when local, response and recovery capabilities are overwhelmed. ESF#6 assumes primary responsibility for Mass Care, Emergency Assistance, Housing and Human Services when the State of Georgia serves as a host state under the Federal Catastrophic Evacuation Plan.

Capabilities

ESF#6 is unlike most ESFs, due to the large number of agencies involved in carrying out several of the functional responsibilities that reside within it. Agencies and organizations listed in this ESF will support local jurisdictions in the functional response areas listed below, and perform such functions on behalf of the state when it is serving as a host state under the FEMA Catastrophic Evacuation Plan concept.

These functions include but are not limited to:

- *Mass Care:* Includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on impacted residents to family members. This function also includes consideration and planning for individuals with access and functional needs. It is imperative that ESF#6 is inclusive of what the whole community would require during disaster incidents.
- *Emergency Assistance:* Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional mass care services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; coordination with ESF#8 for provision of aid and services to people with functional and medical special needs; evacuation, coordination with ESF#11 in regards to sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; non-conventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.
- *Housing:* Includes housing options such as rental assistance, repair, loan assistance, replacement, manufactured housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. These processes are in accordance with the National Disaster Housing Strategy, dated January 2009

and coordinated within the state through the Georgia Disaster Housing Task Force.

- *Human Services*: Includes the coordination of disaster assistance programs to help residents impacted recover their non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food stamps, disaster unemployment benefits, social security benefits, Veteran's Administration benefits, disaster legal services, and employment assistance. Support and services for under human services may also include education enrollment assistance for school age children. ESF#6 will coordinate closely with ESF#8 to ensure that crisis counseling services are accessible, and medical assistance to include functional and medical special needs populations.

Concept of Operations

All agencies listed within ESF#6 are expected to participate in planning and coordination meetings scheduled through the Coordinating agency with the intention of ensuring seamless, effective and efficient preparedness, response, and recovery activities within ESF#6.

ESF#6 will be represented in the State Operations Center; personnel will have completed SOC training and have been empowered to make high-level decisions on behalf of their agency. Each primary and support agency identified in this ESF is not expected to be physically represented within the SOC, however they are expected to have personnel available to come in should conditions warrant; and personnel available through electronic or telephonic means when necessary, to ESF#6 coordinators located within the SOC. ESF#6 representatives in the SOC shall receive and consolidate status reports on mass care, emergency assistance, housing and human services activities within the state for inclusion in operational period situation reports.

MASS CARE

- The American Red Cross (ARC) has a long-standing history of providing essential basic services to people affected by disaster. In this plan and through ESF#6, the American Red Cross is expected to provide the majority of mass care services for affected residents within Georgia. The Red Cross provides subject matter experts to coordinate the pre-identification, registration and operation of shelters for the general population to include provision of services for individuals with functional needs. Red Cross also provides fixed and mobile feeding operations and bulk distribution of essential basic supplies (food, water, basic hygiene) to assist impacted residents.

- The Red Cross, in conjunction with other ESF#6, ESF#8 and Georgia Volunteer Organizations Active in Disaster (Georgia VOAD) partners, the specifically the Department of Human Services, Georgia Baptist Convention, The Salvation Army and Department of Public Health, will coordinate with local emergency management officials to identify, inspect, approve and inventory adequate shelters within the state of Georgia following an all-hazard thought process. In addition to establishing shelters, ARC, DHR, GEMA/HS and DPH will establish state guidelines for shelter selection, opening and operation that is consistent with national guidelines and includes local decision makers and local and state emergency management officials. These guidelines and processes are further explained in the State Mass Care Feeding and Sheltering Plan which will be included as a support annex to the GEOP.
- The Georgia Department of Public Health will be expected to coordinate for an adequate amount of personnel to provide basic medical aid at approved and operating shelters when appropriate. This shall be coordinated by ESF#6 in conjunction with ESF#8. Not all shelters would require on-site medical expertise but will require medical oversight by authorized personnel *Users of this plan are advised to see the latest GEOP Support Annex State Mass Care and Feeding and Sheltering Plan for more detailed information.*
- Department of Public Safety (DPS) will be expected to coordinate an adequate amount of law enforcement personnel to provide basic safety and security services at approved and operating shelters when appropriate. This shall be coordinated by ESF#6 in conjunction with ESF#13 and local law enforcement authorities who have jurisdictional authority for the communities in which approved shelters are located. Not all shelters would require law enforcement personnel. *Users of this plan are advised to see the latest GEOP Support Annex "State Mass Care and Feeding and Sheltering Plan" for more detailed information.*
- ESF#6 will coordinate with other agencies as appropriate during mass evacuations or no-notice events to ensure shelters are open in appropriate locations to meet the current situational needs. Locations and information concerning shelters will be disseminated through ESF#15 and be opened in conjunction with local ESF#6 and emergency management agencies. *For Informational Purposes: Emergency shelters, as described in this plan are defined as facilities that can provide a safe, location for impacted residents before, during and immediately following a disaster. These shelters are not intended to be used for prolonged periods of time and should only be considered as short term, safe facilities for affected residents until such time as they are allowed to*

return to their homes or the decision is made to transition to general sheltering. General shelters will support affected residents until they are allowed to return to their homes or enter interim or permanent housing facilities, as determined by the Georgia Disaster Housing Task Force.

- State planners recognize the importance of keeping pets close to their owners during disaster evacuation and sheltering. The Georgia Department of Agriculture, in partnership with ESF#6 and ESF# 8, developed a statewide animal shelter plan. Animal sheltering is coordinated by ESF#11 and will be closely coordinated with ESF#6 to ensure shelters for both humans and their pets are opened in coordination.
- The process of feeding impacted residents, evacuees and or response personnel either at a fixed location or locations or through mobile feeding units, shall be accomplished by ESF#6 in close coordination with other state and local partners, in particular ESFs #8 and ESF#11, to ensure feeding operations are carried out in a manner that is both safe and nutritionally sound. ESF#7 under the GEOP coordinates the process of delivering bulk food items and water, and is not a part of this function. Organizations not identified in this ESF may be integrated into response operations; these organizations may include voluntary organizations, the private-sector or food distributors and private food warehouse operators.
- ESF#6 will coordinate the distribution of relief items to residents impacted and responders as appropriate. These relief items may come from state or government purchases or be donated from private partners or general citizens. ESF#5 will coordinate the receipt, inventorying and warehousing of donated relief items and make them available to ESF#6 and other state, local, non-governmental and volunteer organizations when necessary. These guidelines and processes are further explained in the Georgia Volunteer and Donations Management Annex which is included as a support annex to the GEOP.

EMERGENCY ASSISTANCE

- GEMA/HS will ensure that individuals and families impacted by disasters, to include those from outside the state, that have been evacuated or sheltered within Georgia, are provided access to register for state and or federal disaster assistance programs, when applicable. This shall be accomplished through the establishment of state and or federally managed disaster recovery centers and or mobile disaster recovery centers located in or close to disaster locations. GEMA/HS shall establish such service centers within the state to support

individuals and families evacuating to Georgia under the Georgia Evacuee Support Plan for Catastrophic Disasters.

- When large scale evacuations are ordered and residents are required to be moved outside of their own county, the American Red Cross through ESF#6 will collect individual information for those evacuated residents residing in emergency shelters. Residents will also be provided an opportunity to register on the American Red Cross Safe and Well site by telephone or on-line to help them re-connect with family members from whom they have been separated or to post their status.
- Red Cross will enter shelter information from Georgia into the National Shelter System (NSS). The NSS is a web-based system that provides statistical information on all identified shelters and near real time status information during disasters or emergencies.

HOUSING

- Georgia has established and maintains an active Disaster Housing Task Force. The task force provides a forum for collaboration and identification of disaster housing issues and options during the response and short-term recovery phases of a disaster. This task force understands the National Disaster Housing Strategy and strives to develop comprehensive plans to meet the disaster housing needs after a disaster, or residents of other states seeking refuge following catastrophic disasters that leave their home state uninhabitable on a permanent or temporary basis. ESF#6 will determine before, during or after a disaster if conditions warrant the assembling of the Georgia Disaster Housing Task Force.
- The numerous hazards that threaten Georgia coupled with the varying degrees in which each of them could potentially impact the state call for a housing plan that is comprehensive, modular and supported by all potential state and local agencies and organizations who are expected to play a major role in its implementation. *For Informational Purposes:* The State of Georgia and the Georgia Disaster Housing Task Force (GDHTF) take a prioritized approach to planning for and supporting the disaster housing plans of local government partners. The state's prioritized approach to developing housing solutions is as follows:
 1. Build disaster housing capacity by identifying available housing resources throughout the state in support of local disaster housing plans.

2. Develop, train and maintain (manage) a cadre of housing specialists prepared to deploy to Disaster Recovery Centers to provide direct assistance to disaster survivors.
3. *Third:* Support capacity building, statewide awareness of and training for the State of Georgia's Rental Resource Database (georgiahousingsearch.org or GHS for short).
4. *Fourth:* Provide disaster housing situational awareness to key leadership and partner agencies.

The processes and procedures necessary to meet the operational needs of Housing under ESF#6 are further explained in the Georgia Disaster Housing Strategy, which is identified as an appendix to this plan, as well as the Statewide Mass Care Feeding and Sheltering Plan which is a support annex to the GEOP. This document includes numerous federal and local agencies and organizations that are not included in the GEOP.

RESPONSIBILITIES

ESF Coordinator

The Georgia Department of Human Services serves as the ESF Coordinator and in partnership with the Georgia Department of Community Affairs and the American Red Cross, conduct ESF#6 planning, preparedness, response and recovery activities.

Georgia Department of Human Services

- Will designate official(s) to coordinate ESF#6 responsibilities within the state and with federal ESF#6 representative(s). This state official will:
 - Serve as the principal point of contact with ESF#6 from the Federal Regional Response Coordination Center.
 - This individual may be assigned a support staff and have liaisons detailed to operate within a Joint Field Office if established in Georgia.
 - Be expected to coordinate issues regarding, Mass Care, Emergency Assistance, Housing and Human Services with local and federal partners as necessary.
 - Monitor systems for availability, status and population of approved shelter facilities during activations of this plan.
 - Attend applicable incident action planning meetings within the State Operations Center when this plan is activated.
 - Address requests for assistance from local jurisdictions regarding ESF#6 issues, and ensure necessary agencies and disciplines are kept informed of ongoing activities.

- Coordinate the activation of and activities of agencies listed under this ESF.
- Conduct situational assessments and identify resource requirements in close coordination with other ESFs and participating state and local partners.
- Provide ESF#6 liaisons to the Incident Management Assistance Team, Joint Field Office (JFO), and other incident locations when applicable.
- Identify, train and maintain an adequate amount of personnel to support shelter operations statewide.
- Contact and request activation of appropriate ESF#6 primary and support agencies when determined necessary.
- Distribute ESF#6 information to support agencies, as appropriate.
- Provide technical assistance to designated state and local agencies, as needed.
- Coordinate requests for issuance and distribution of the Disaster Food Stamp Programs through the United States Department of Agriculture.
- Coordinate and provide subject matter expertise and technical assistance related to issues involving older adults and people with disabilities.
- Ensure accurate records are maintained for all ESF#6 activities, these records include but are not limited to personnel time, performance and injury records, purchase, payments, and any other financial documentation. These documents shall be forwarded through GEMA/HS for proper reimbursement or disposition.
- As the primary coordinating agency for ESF#6, DHS will identify initial needs and ensure that the requested and necessary support is in place for the ESF#6 support agencies to execute their missions to include: requests for assistance, activation of pre-scripted mission assignments, and issuance of mission assignments.

Primary and Support Agencies

Georgia Department of Community Affairs

- Provide housing counseling and assistance to disaster victims regarding eligibility and information on available affordable housing opportunities.
- Coordinate Section 8 rental assistance vouchers.
- Complete Disaster Recovery Center (DRC) situational awareness reports.
- Provide available rental unit counts in impacted areas and adjacent counties by way of Georgiahousingsearch.org.

American Red Cross

- The Red Cross provides subject matter experts to coordinate the pre-identification, registration and operation of shelters for the general population to include provision of services for individuals with functional needs. Red Cross also provides fixed and mobile feeding operations and bulk distribution of essential basic supplies (food, water, basic hygiene) to assist impacted residents. Coordinates with local emergency management officials to identify, inspect, approve and inventory adequate shelters within the state of Georgia following an all-hazard thought process.

Board of Regents, University System of Georgia

- Facilities
- Personnel

Emergency Preparedness Coalition for Individuals with Disabilities and Older Adults

- Provides technical guidance and assistance on issues related to individuals with access and functional needs; subject matter expertise.

Georgia Building Authority

- Coordinates with other ESFs to deliver adequate resources, to include buildings, equipment, transportation, and communication devices to facilitate the delivery of human services through ESF#6.

Georgia Department of Administrative Services

- Procurement and Contracting Expertise

Georgia Department of Agriculture

- Oversees the coordination of sheltering and transportation of pets and animals dislocated by disasters.
- Assists with the coordination of requests for issuance and distribution of the Disaster Food Stamp Programs through the United States Department of Agriculture.

Georgia Department of Defense

- Emergency Food
- Equipment
- Facilities
- First Aid
- Personnel

Georgia Department of Behavioral Health and Developmental Disabilities

- Assists with the coordination of crisis counselors and other personnel with expertise in the area of behavioral health and developmental disabilities for mass care operations to include, but not limited to, providing liaisons to shelters and Disaster Recovery Centers and assisting with procurement and coordination of resources to assist impacted residents.

Georgia Department of Economic Development

- Provide assistance to ESF 6 in the dissemination of shelter location and other related information to appropriate local and state visitor bureaus.
- Assist evacuees in locating available hotels/motels in non-impacted areas and providing additional information as needed.

Georgia Department of Education

- Assists individuals and families displaced by disaster; enroll in public education programs to ensure continuity of education.

Georgia Department of Labor

- Coordinates the delivery of Disaster Unemployment Assistance through the United States Department of Labor.

Georgia Department of Natural Resources

- Health and Sanitation Consultation
- Personnel
- Water Quality Control

Georgia Department of Public Health

- Provides authorized nursing personnel or medical oversight to shelters when necessary through coordination with ESF 6.
- Provides qualified personnel from the Division of Health Protection, Environmental Health Branch to survey identified and potential facilities for use as shelters.
- Provides qualified personnel to assess open shelters during disaster to ensure facilities and staff are meeting health and sanitary guidelines.

Georgia Department of Transportation

- Equipment
- Personnel
- Vehicles

Technical College System of Georgia

- Provides facilities and personnel when applicable to assist with mass care response.

Georgia Department of Veteran's Services

- Coordinates services for eligible veteran's regarding continuity of pension or disability payments, medical care, adjustments to VA backed home mortgages, death benefits and survivor benefits.

Georgia Emergency Management Agency/Homeland Security

- Provides coordination and overall preparedness, response and recovery guidance related to human service needs, provide leadership and coordination to volunteer organizations delivering human services and operating within the state response structure.
- Ensures the volunteer and donations management system and coordinators are informed of and deliver when necessary, donated disaster relief supplies and manpower when applicable to support ESF#6 to meet human service needs.
- Ensures, through ESF 15, the dissemination of shelter information to the public during evacuations as well as the location of Disaster Recovery Centers and other facilities providing human services to impacted residents.

Local Emergency Management Agencies

- Provides coordination and overall preparedness, response, relief and recovery guidance to agencies and organizations regarding delivery of human services at the county level.

ESF COORDINATION WITHIN STATE OPERATIONS CENTER

ESF#6 will report all activities to the ESF#5 Situation Unit for inclusion in the development of incident action plans and situational reports. All public information reports regarding ESF#6 activities will be coordinated with ESF#15 External Affairs.

When ESF#6 is activated, Georgia Department of Human Services , with assistance from supporting departments and agencies, assesses and responds to requests for Mass Care, Emergency Assistance, Housing and Human Services to include planning or technical assistance from impacted local, state or federal agencies or other ESFs.

In addition to the SOC, ESF#6 may provide personnel to field operations established in Georgia, including but not limited to: Joint Field Offices (JFOs), Joint Information Centers (JICs), Disaster Recovery Centers and any other incident facility established to meet operational demands for each particular incident requiring the activation of the GEOP.

COORDINATION OF EMAC REQUESTS

The Emergency Management Assistance Compact (EMAC) is a national mutual aid agreement between the 50 states, Puerto Rico, the U.S. Virgin Islands and the District of Columbia. It is based on 13 Articles which have been enacted into state law by each state. In Georgia, EMAC is addressed in the O.C.G.A., Title 38, Chapter 3, Article 5.

States may only request assistance via EMAC when their governor has declared a state of emergency. EMAC requires that the state requesting assistance reimburse the state that provides the assistance. The Director of GEMA/HS is the EMAC Authorized Representative (AR) for the State of Georgia. The AR is tasked with the authority to commit and accept resources through EMAC partnerships. The AR may delegate this authority to the Operations Director, Deputy Operations Director and Finance Director of GEMA/HS. The GEMA/HS Logistics Program Manager is the designated contact (DC) for EMAC. In the absence of the Logistics Program Manager, the agency has identified alternate designated contacts. The DC is commonly referred to as the EMAC Coordinator. The DC coordinates EMAC operations and prepares the official EMAC Request for Assistance (commonly referred to as the REQ-A). When completed, the REQ-A becomes a contract between the requesting and assisting states for the provision of assistance in accordance with EMAC. When the SOC is activated, the Logistics Section Mutual Aid Unit coordinates and manages EMAC missions. This unit will be initially staffed with GEMA/HS personnel, but will likely be augmented by trained EMAC personnel from other states as soon as possible. This unit is also referred to as an EMAC "A" Team.

ESF#6 will coordinate all EMAC requests with the GEMA/HS EMAC DC or the SOC Logistics Section Mutual Aid Unit, when the SOC is activated. No resource (personnel or equipment) may deploy to another state via EMAC until the REQ-A has been approved and signed by the ARs of the requesting and assisting states, and they have been provided a copy of the REQ-A, briefed and prepared for the mission. To facilitate obtaining any assistance Georgia may need via EMAC, state ESFs should identify their shortfalls in capability and where resources may be obtained to provide this capability. This may be accomplished via informal coordination with sister agencies in other states to determine if the needed resource is available for potential deployment to Georgia, its location and the point of contact for the resource. Such information is critical in expediting a request for assistance via EMAC. For more information on EMAC, contact the GEMA/HS EMAC Designated Contact at 404-635-7200.

ESF ACTIVATION, EXERCISE & IMPROVEMENT PLANNING

GEMA/HS systematically coordinates and conducts event debriefings and compiles after action reports for any incident that calls for the activation of all or any portion of the GEOP. ESF#6 shall participate in this process when applicable. After Action Reports will document areas for improvement, resource shortfalls and corrective action planning requirements which will be incorporated into the GEOP, its annexes or ESF SOGs when applicable.

GEMA/HS conducts all exercises within the structure provided by the Homeland Security Exercise Evaluation Program (HSEEP). ESF#6 will participate in all exercise activities when applicable and will follow the HSEEP process to include active participation in planning and evaluation meetings, workshops and conferences.

DEVELOPMENT OF STANDARD OPERATING GUIDES

The GEMA/HS Planning Section will provide standard operating guide development templates and planning assistance to all ESFs listed in the 2010 GEOP. All ESFs will strive to develop operationally ready SOGs for inclusion in the GEOP. ESF#6 will meet as necessary to develop, review and refine SOGs that discuss specific operational processes and procedures.

DEVELOPMENT OF RESOURCE CAPABILITY LISTS

In conjunction with ESF#7 – Resource Support, ESF#6 will develop, review, refine and maintain lists of all resources currently available and under the control of the primary or support agencies listed in this plan. The development of these lists may be completed by several organizations and professional groups, which currently operate within this ESF. These resource lists should be compliant with the resource typing standards outlined in the National Incident Management System (NIMS).